RESOURCE AND PATIENT MANAGEMENT SYSTEM

Basic Third Party Billing and Accounts Receivable

Announcement and Agenda

FY 2013

Office of Information Technology (OIT)
Albuquerque, New Mexico

1.0   General Information

1.1   Purpose of Training

This class focuses on the RPMS Third Party Billing and Accounts Receivable software applications. Training will include: adding and editing insurance in Patient Registration, generating and editing claims, printing paper claims, exporting electronic claims, posting payments and adjustments, generating reports, and basic UFMS reconciliation.

Ideally, participants who attend this course should have a basic understanding of the medical billing process and should be somewhat familiar with RPMS.

1.2   Prerequisites

None

1.3   Intended Audience

This class will benefit business office staff responsible for billing claims, posting payments, and/or following up on accounts receivable. Patient registration/admitting staff who are interested in the billing and receiving process may also benefit, as well as business office managers and/or managers who are responsible for third party revenue.

1.4   Course Materials and References

1.4.1   At the IHS Training FTP Site

The following materials may be downloaded from the RPMS Training FTP site at
ftp://ftp.ihs.gov/pubs/rpms-training/ThirdPartyBillingAndAccountsReceivable/

- Course Agenda (this document)
- IHS Revenue Cycle
- RPMS User Tip Chart
- Patient Registration
- Editing a Patient's Medicare Name
- QMB_SLMB
- MSP Fact Sheet
- Third Party Claim Generator

- 5010 Billing Set Up

- Claim Bill Management Menu

- Third Party Reports

- A/R Overview

- Collection Batches

- Insurer Types

- Posting Overview

- Payment Credits

- Processing Refunds

- Exporting Reports and Formatting to Excel

- UFMS File Reconciliation (for Federal locations)

- Reconciliation for Tribes and Urbans

- Key Business Office Reports

1.4.2   At the IHS RPMS Website

- RPMS Third Party Billing and Accounts Receivable User Manuals

http://www.ihs.gov/RPMS/index.cfm?module=Applications&option=View&AC_ID=1

2.0   Learning Objectives

At the completion of this training the participant will be able to:

- Understand the RPMS Revenue Cycle

- Add and edit third party liability in Patient Registration

- Generate claims in Third Party billing

- Correct claim errors in the Claim Editor

- Print paper claims and export electronic claims

- Post payments and adjustments

- Post refunds, transfers, status change transactions, and reverse transactions

- Use the flat rate posting option

- Understand how to process ERA files

- Generate and read Third Party Billing and Accounts Receivable reports

3.0 Detailed Agenda

3.1 Day One

Topic	Duration
Welcome: • Introductions • Review agenda and training materials • Where to find user manuals and addendums	**30 min**
Overview of IHS, RPMS data flow and staff roles	**30 min**
Patient Registration • Importance of accuracy, types of insurance, and sequencing insurers. How does this relate to third party billing? • Entering and editing insurance information • Sequencing insurers	**30 min**
Break	**15 min**
Patient Registration, continued • Importance of accuracy, types of insurance, and sequencing insurers. How does this relate to third party billing? • Entering and editing insurance information • Sequencing insurers	**30 min**
Medicare Secondary Payer / Coordination of Benefits • What is MSP and coordination of benefits? • How does this affect the insurance filing order?	**30 min**
Lunch	**60 min**
Third Party Billing • Review of user manual • Review of RPMS menu options	**60 min**
Third Party Billing Cashiering • What is cashiering for? Who uses it? • Opening a new cashiering session	**45 min**
Break	**15 min**
Add/Edit Claim Menu (Third Party Billing) • Claim Generator, One Patient • Edit Claim Data (claim editor) − Editing and approving claims • Claim Editor Loop • Add New Claim (Manual Entry) • Rebuild Items from PCC • Check Eligibility for a Visit	**120 min**

Topic	Duration
Questions/Review	**30 min**

3.2   Day Two

Topic	Duration
Review of day one	**30 min**
Add/Edit Claim Menu (Third Party Billing) – Review of yesterday • Claim Generator, One Patient • Edit Claim Data (claim editor) − Editing and approving claims • Claim Editor Loop • Add New Claim (Manual Entry) • Rebuild Items from PCC • Check Eligibility for a Visit	**30 min**
Claim/Bill Management Menu (Third Party Billing) • Cancel Claim • Cancel an Approved Bill • Inquire about an Approved Bill • Merge Claims • Initiate Back Billing Check • Add a new BILL that was Manually Submitted • Export Inpatient Bill to Excel • Open/Close Claim • Recreate claim from PCC data • Split Claim	**90 min**
Break	**15 min**
Claim/Bill Management Menu (Third Party Billing), continued	**45 min**
Printing paper claims **Electronic claims** • Creating batches and exporting	**60 min**
Lunch	**60 min**
Closing/Reconciling TPB cashiering sessions • Exporting to UFMS • Grand totals report	**30 min**

Topic	Duration
Table Maintenance (Third Party Billing) • Fee Schedule Menu • CPT File Menu • Provider Menu • Insurer File Menu • Site Parameter Maintenance • Electronic Claims Setup	**45 min**
Break	**15 min**
Third Party Billing Reports	**45 mina**
Third Party Billing Scavenger Hunt	**45 min**
Questions/Review	**15 min**

3.3   Day Three

Topic	Duration
Review of Days One and Two • Is this all making sense	**15 min**
Accounts Receivable – review of user manual	**15 min**
Accounts Receivable – overview of menu options	**30 min**
Accounts Receivable Cashiering • Opening a new session	**30 min**
A/R Collection Points and Collection Batches • What's the difference between a point and a batch? • Creating and maintaining collection points • Creating and finalizing batches	**30 min**
Break	**15 min**
Accounts Receivable posting • Payments and adjustments • Reversing payments (for Tribes and Urban programs) • Payment credits • Flat Rate Posting • ERA posting • Refunds and transfers	**60 min**
Lunch	**60 min**
Accounts Receivable posting, continued	**60 min**
Closing / Reconciling AR cashiering sessions • Exporting to UFMS • Grand totals report	**30 min**

Topic	Duration
Break	**15 min**
Accounts Receivable Reports / follow up • Report Basics • Account Management Reports • Aging Reports • Miscellaneous Reports • Following up on denials	**45 min**
A/R Scavenger Hunt	**45 min**
Questions / Review **Evaluations** **Adjourn**	**30 min**